

using data regarding telephony events associated with the telephone call segments of the telephone call, wherein said data representation comprises

- (i) a list of participants in the telephone call,
- (ii) a list of telephony events regarding the call,
- (iii) a list containing the time each telephony event occurred,
- (iv) the start and end time of the call, and
- (v) the start time, end time, and duration of each telephone call

segment.

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~~36.~~ A system for recording information regarding telephone calls comprising one or more segments, comprising:

- (a) a first memory having one or more locations storing audio data regarding telephone call segments relating to one or more telephone calls;
- (b) a second memory having one or more locations storing data regarding telephony events associated with the telephone call segments; and
- (c) a processor programmed to identify telephone call segments that relate to one telephone call and to construct a data representation of a lifetime of the telephone call, using data regarding telephony events associated with the telephone call segments of the telephone call, wherein the data representation comprises, for each segment of the call, the location of the stored audio data of the segment and the start time, end time, and duration of each telephone call segment.

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~~37.~~ A system for recording information regarding telephone calls comprising one or more segments, comprising:

- (a) a first memory having one or more locations storing audio data regarding telephone call segments relating to one or more telephone calls;
- (b) a second memory having one or more locations storing data regarding telephony events associated with the telephone call segments, said data regarding telephony events being received from a plurality of sources connected to a telephone switching environment, and wherein at least one of the sources is a real-time link and at least one of the sources is not a real-time link; and

97

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(c) a processor programmed to identify telephone call segments that relate to one telephone call and to construct a data representation of a lifetime of the telephone call, using data regarding telephony events associated with the telephone call segments of the telephone call.

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38. The system of claim ~~37~~³ wherein at least one of the sources connected to a telephone switching environment is a CTI link and at least one of the sources is an SMDR link.

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39. A method for recording information regarding telephone calls comprising one or more segments, comprising:

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- (a) receiving audio data regarding one or more telephone call segments relating to one or more telephone calls, and data regarding telephony events associated with said telephone call segments;
 - (b) storing the received audio data regarding telephone call segments;
 - (c) storing the received data regarding telephony events associated with said telephone call segments;
 - (d) identifying telephone call segments that relate to one telephone call; and
 - (e) constructing a data representation of a lifetime of the telephone call using data regarding telephony events associated with the telephone call segments of the telephone call, wherein the data representation comprises
 - (i) a list of participants in the telephone call,
 - (ii) a list of telephony events regarding the call,
 - (iii) a list containing the time each telephony event occurred,
 - (iv) the start and end time of the call, and
 - (v) the start time, end time, and duration of each telephone call segment.

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40. A method for recording information regarding telephone calls comprising one or more segments, comprising:

(a) receiving audio data regarding one or more telephone call segments relating to one or more telephone calls, and data regarding telephony events associated with said telephone call segments;

(b) storing the received audio data regarding telephone call segments;

(c) storing the received data regarding telephony events associated with said telephone call segments;

(d) identifying telephone call segments that relate to one telephone call; and

(e) constructing a data representation of a lifetime of the telephone call using data regarding telephony events associated with the telephone call segments of the telephone call, wherein said data representation comprises, for each segment of the call, the location of the stored audio data of that segment and the start time, end time, and duration of that segment.

41. A method for recording information regarding telephone calls comprising one or more segments, comprising:

(a) receiving audio data regarding one or more telephone call segments relating to one or more telephone calls, and data regarding telephony events associated with said telephone call segments, wherein the data regarding telephony events is received from a plurality of sources connected to a telephone switching environment, wherein at least one of the sources is a real-time link and at least one of the sources is not a real-time link;

(b) storing the received audio data regarding telephone call segments;

(c) storing the received data regarding telephony events associated with said telephone call segments;

(d) identifying telephone call segments that relate to one telephone call; and

(e) constructing a data representation of a lifetime of the telephone call using data regarding telephony events associated with the telephone call segments of the telephone call.

42. The method of claim 41 wherein at least one of the sources connected to a telephone switching environment is a CTI link and at least one of the sources connected to a telephone switching environment is an SMDR link.